Bangalore Electricity Supply Company Limited

(Wholly owned by Government of Karnataka Undertaking)

No: BESCOM/BC-48/GM(CR)/2025-26/2930-2934
Encl:

Office of the
General Manager (CR)
BESCOM, Corporate Office,
Bengaluru - 560 001
Date: 15 OCT 2025

Proceedings of the pre-bid meeting held on 03.10.2025 @ 10:30 AM at conference hall, 3rd Floor, Belaku Bhavana, Corporate Office, K.R Circle BESCOM, Bengaluru in respect of tender for "Availing Services to the BESCOM Customer Helpline located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis" invited vide Tender enquiry No: BESCOM/2025-26/SE0249.

At the outset, The **Chief General Manager (Electy.), CA&MIS, BESCOM** being in the Chair, welcomed the prospective Bidders present in the meeting.

The General Manager (Elec.), Customer Relation, brought to the notice of the prospective Bidders that, as per the approval, the tender was invited vide bid enquiry number : BESCOM/2025-26/SE0249 and the same has been published in KPPP portal on 19.09.2025, due date for submission of bid is scheduled on **21.10.2025**, date of opening of Pre-Qualification bid is scheduled on or after **23.10.2025** and date of opening of Techno commercial bid is scheduled on or after **10.11.2025** and that the amount put to tender for this Control Room work is **Rs. 50.73 Crores for two years.**

As per the tender norms, the pre bid meeting was held on 03.10.2025 @ 10:30 Hrs and the following prospective Bidders have attended the pre bid meeting.

Sl. No.	Name of the Prospective Bidders
1.	M/s. Meru Info Solutions, Bengaluru
2.	M/s. G S Management Services Pvt. Ltd., Bengaluru

Some of the prospective Bidders have sent their queries to this office / through e-mail and some are submitted during the meeting. The queries raised w.r.t tender documents and clarifications to be issued are enclosed as Annexure – 1.

The necessary clarifications consequent to the pre bid queries shall be issued in the KPP Portal against the enquiry No. : BESCOM/2025-26/SE0249.

General Manager (Elec.),
Customer Relation, BESCOM.

Copy to:

1. The Chief General Manager (CA& MIS), Corporate Office, BESCOM.
2. The TA/PS to MD, BESCOM to place before the Managing Director, BESCOM for kind information
3. The PS to D(T), BESCOM to place before the Director (Technical), BESCOM for kind information
4. The PS to D(F), BESCOM to place before the Director (Finance), BESCOM for kind information
5. M/F.

ANNEXURE-1

Bangalore Electricity Supply Company Limited

(Wholly owned by Government of Karnataka Undertaking)

No: BESCOM/BC-48/GM(CR)/2025-26/2935
Encl:

Office of the
General Manager (CR)
BESCOM, Corporate Office,
Bengaluru- 560 001
Date: 15 OCT 2025

Pre-Bid clarifications for **"Availing Services to the BESCOM Customer Helpline located at Centre of Excellence, HSR layout, Bengaluru on turnkey basis"** in respect of Tender Enquiry No: BESCOM/2025-26/SE0249.

Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
1	General Query The Bidder shall quote the lumpsum price on the amount put to tender in the Karnataka Public Procurement Portal.	ಉಲ್ಲೇಖಿತ ಟೆಂಡರ್ ಅಧಿಸೂಚನೆಯಲ್ಲಿ ತಾವು ಟೆಂಡರ್ ನ ಅಂದಾಜು ಮೊತ್ತ ರೂ. 50.73 ಕೋಟಿ ಮಾತ್ರ ನೀಡಿರುತ್ತೀರಿ. ಆದರೆ ಈ ಮೊತ್ತದಲ್ಲಿ Wages, ESI, EPF, Transportation Charges & Other Charges ಬಗ್ಗೆ ಯಾವುದೇ ಮಾಹಿತಿ ಇರುವುದಿಲ್ಲ. ಆದುದ್ದರಿಂದ ಈ ಎಲ್ಲಾ ಮಾಹಿತಿಯನ್ನು ಒಳಗೊಂಡ Detailed Price Breakup ನೀಡಬೇಕೆಂದು ಕೋರಿದೆ.	Please refer Section-V, Schedule of Requirement, wherein the quantities of various items to be provided by the successful Bidder is indicated. It is the Bidder's responsibility to ascertain field conditions, prevailing taxes, duties, statutory payments etc., and quote their most competitive price.
2	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: I Technical Requirements Page No. 24: The Bidder should have minimum 5 years of experience in providing Manpower services to 24x7 Helpline Centre / Call Centre / Control Room to any Government entities /PSUs / DISCOMs as on date of bid submission. **Requisite Documents to be uploaded by the Bidder:** Purchase order/DWA and performance certificate shall be uploaded and the details shall be filled in the format enclosed as Sch-3 (1 of 6) of Techno-Commercial sheet	KTPP Act 1999 ರ ಅಡಿಯಲ್ಲಿ ಎಲ್ಲಾ ಸರ್ಕಾರಿ/ಅರೆ ಸರ್ಕಾರಿ ಇಲಾಖೆಗಳಲ್ಲಿ ಗುತ್ತಿಗೆ ಸೇವಾ ಟೆಂಡರ್ ಗಳನ್ನು ಒಂದು ಅಥವಾ ಎರಡು ವರ್ಷಗಳ ಅವಧಿಗೆ ಪ್ರಕಟಿಸಲಾಗುತ್ತದೆ. ಆದುದ್ದರಿಂದ ಸದರಿ ಟೆಂಡರ್ ನಲ್ಲಿ ಐದು ವರ್ಷಗಳ ಸೇವಾ ಅನುಭವವನ್ನು ಸಡಿಲಿಸಿ ಒಂದು ವರ್ಷದ ಸೇವಾ ಅನುಭವವನ್ನು ಪರಿಗಣಿಸಬೇಕೆಂದು ಕೋರಿದೆ.	Tender condition prevails
3	As mentioned in the IFB 11.3 Eligibility Criteria / Pre-Qualifying Requirement: II Financial Requirements Page No. 26: The available tender capacity of the Bidder should be more than the total tender value.	Whether only the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works pertaining to 24x7 Helpline Centre / Call	It is clarified that all the existing commitments and on-going works being executed and to be completed in the next two years pertaining to all types of services /works / contracts shall be

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	The available tender capacity will be calculated as under: Assessed available tender capacity = (A x N x1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2025-26 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2025-26 price level, of existing commitments and on-going works to be completed during the next 2 years (period of completion of the works for which Tenders are invited) **Requisite Documents to be uploaded by the Bidder:** The bidder shall upload statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed should be countersigned by the Employer in charge, not below the rank of an Executive Engineer or equivalent or by the Chartered Accountant and the details shall be filled in the format enclosed as Sch-3 (6 of 6) of Techno-Commercial sheet.	Centre / Control Room service business is to be provided.	submitted and the statement of value of works should be countersigned by the Employer in charge, not below the rank of an Executive Engineer or equivalent or by the Chartered Accountant.
4	**Section VI ANNEXURES** General Query Self-declaration in the prescribed format given in ANNEXURE VII to IX on Non-Judicial stamp paper of Rs. 500/- value shall be uploaded.	Kindly clarify whether self-declaration on a non-judicial stamp paper of Rs. 100/- value is acceptable.	It is clarified that all declarations shall be submitted on non-judicial stamp paper of Rs. 500/- only
5	General Query	Kindly furnish the Bank details to facilitate submission of the e-Bank Guarantee towards EMD	The BESCOM's Bank details are as below: Bank Name: State Bank of India. Branch Name: CBAB Complex branch. Cauvery Bhavan, Bangalore-560009. IFSC Code: SBIN0006861. Account Number: 10356451535. If the Account details are sought for SFMS (Structured Financial Messaging System) services the IFSC Code to be mentioned is SBIN0006861. Whereas the Account No. is the same as mentioned above (10356451535). Regular branch code is SBIN0003182.

Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
6	General Query	Whether Menu of refreshments and food is to be decided by Bidder	Please refer Clause No. 14.0 (b) of Section – II, Instructions to Bidders (ITB). The Menu of breakfast, lunch, dinner and refreshment in the middle of every shift will be decided and approved by BESCOM. There shall be change in every day Menu and Menu for every week is to be got approved by BESCOM before providing the same.

General Manager (Elec.),
Customer Relation, BESCOM